

Expanded Library Delivery

Expanding the Expansion.... Now
Participants are throughout
All of Massachusetts and Rhode
Island

Follow Up

- This presentation is being recorded and will be shared afterwards
- We will send the slides to you, as well
- The MLS has a LibGuide covering the project at:
- http://guides.masslibsystem.org/interstate_delivery/
- Send questions via chat now or email later. Tell us how it's working.

Pilot Project

- April 1, 2016 to December 31 2016
- A project of the Massachusetts Library System (MLS)
- Together with the Rhode Island Office of Library and Information Services (OLIS)
- Delivery provided by Optima Worldwide Shipping
- Thanks to Norton Public Library

Expanding the Expansion

- Initial Massachusetts participants were all in the Southeast part of the state.
 - They were all on the S Delivery Route.
- Now we are adding approximately 20 additional participants from throughout the state – starting October 1, 2016.
 - Additional routes include B, C, M, N and W
 - Don't worry, this will become clear!

Timing Issues

- Participants are Rhode Island libraries and S route libraries through September, 2016.
- As of October 1, the pilot will expand to participants other on Massachusetts Routes.
- Please wait until October 1 to avoid Delivery confusion!

Reasons for the Pilot

- We hope to save money for member libraries in both states.
 - Postage costs continue to go up.
 - There is no longer a deep discount to send light items via First Class mail rate.
- We hope to expand access.
 - Up to 15% of our Massachusetts requesting libraries state wide limit borrowing to items returnable via delivery.

Reasons for the Expansion

- There is no additional cost for us to expand beyond the S region.
- There have been no problems in the initial phase of the Pilot.
- We want to extend the benefit to other member libraries.
- We want to prove this can work.
- Eventually we would love to extend to other states.

Massachusetts Participants: 1

OCLC Symbol	MA Route	Institution
AMH	W	Amherst College
BAN	M	Andover Newton Theological School
BAB	M	Babson College
BET	M	Bentley University
MBB	M	Brandeis University
BDR	S	Bridgewater State University
BRC	S	Bristol Community College
CPX	S	Cape Cod Community College
CKM	C	Clark University
CUM	S	Curry College
ENC	S	Eastern Nazarene College

Massachusetts Participants 2

OCLC Symbol	MA Route	Institution
ECL	B	Emerson College
EMC	B	Emmanuel College
BWE	B	Episcopal Divinity School at Lesley University
FST	M	Framingham State University
LEY	B	Lesley University
NDA	W	Massachusetts College of Liberal Arts
MLN	varies	Minuteman Library Network
NOW	B	New England College of Optometry
NUF	M	Newbury College
OCD	varies	Old Colony Library Network
YHV	S	Plymouth Law Library
SST	N	Salem State University

Massachusetts Participants 3

OCLC Symbol	MA Route	Institution
SCL	B	Simmons College
MAS	B	State Library of Massachusetts
STO	S	Stonehill College
SUF	B	Suffolk University, Sawyer Library only
YHD	S	Trial Court Library, Barnstable Law Library
SMU	S	University of Massachusetts Dartmouth
SNS	S	University of Massachusetts School of Law at Dartmouth
WEN	B	Wentworth Institute of Technology
WNE	W	Western New England University
WHE	S	Wheaton College
WPG	C	Worcester Polytechnic Institute

MLN Complications

- The MLS loans from Minuteman Library Network under the MLN symbol.
 - Return MLN loans to MLS – Marlborough on the C route. Return slips will be included.
- The MLS borrows for about 150 locations under the MLN Symbol.
 - Most are on Delivery in the M, N or B routes...the route will be in the Borrowing Notes and are on the lists in our LibGuide.

OCD Complications

- The MLS loans from Old Colony Library Network under the OCD symbol.
 - Return OCD loans to MLS – Marlborough on the C route. Return slips will be included.
- The MLS borrows for about 300 locations under the OCD symbol.
 - Most are on Delivery in the S, C or W routes... the route will be in the Borrowing Notes and are on the lists in our LibGuide.

Rhode Island Participants

OCLC Symbol	Delivery Symbol	Institution
BRB	BRY	Bryant University
CCW	CCW	Community College of Rhode Island -all campuses
PJW	JWA	Johnson and Wales University
PRC	PCO	Providence College
RCM	RIC	Rhode Island College
RDS	varies	Rhode Island OLIS
RSD	RSD	Rhode Island School of Design Library
RWB	RWU	Roger Williams University
SLV	SRC	Salve Regina University
RIU	URI	University of Rhode Island, Kingston
RIN	UPM	University of Rhode Island, Narraganset
RIX	URP	University of Rhode Island, Providence

RDS Complications

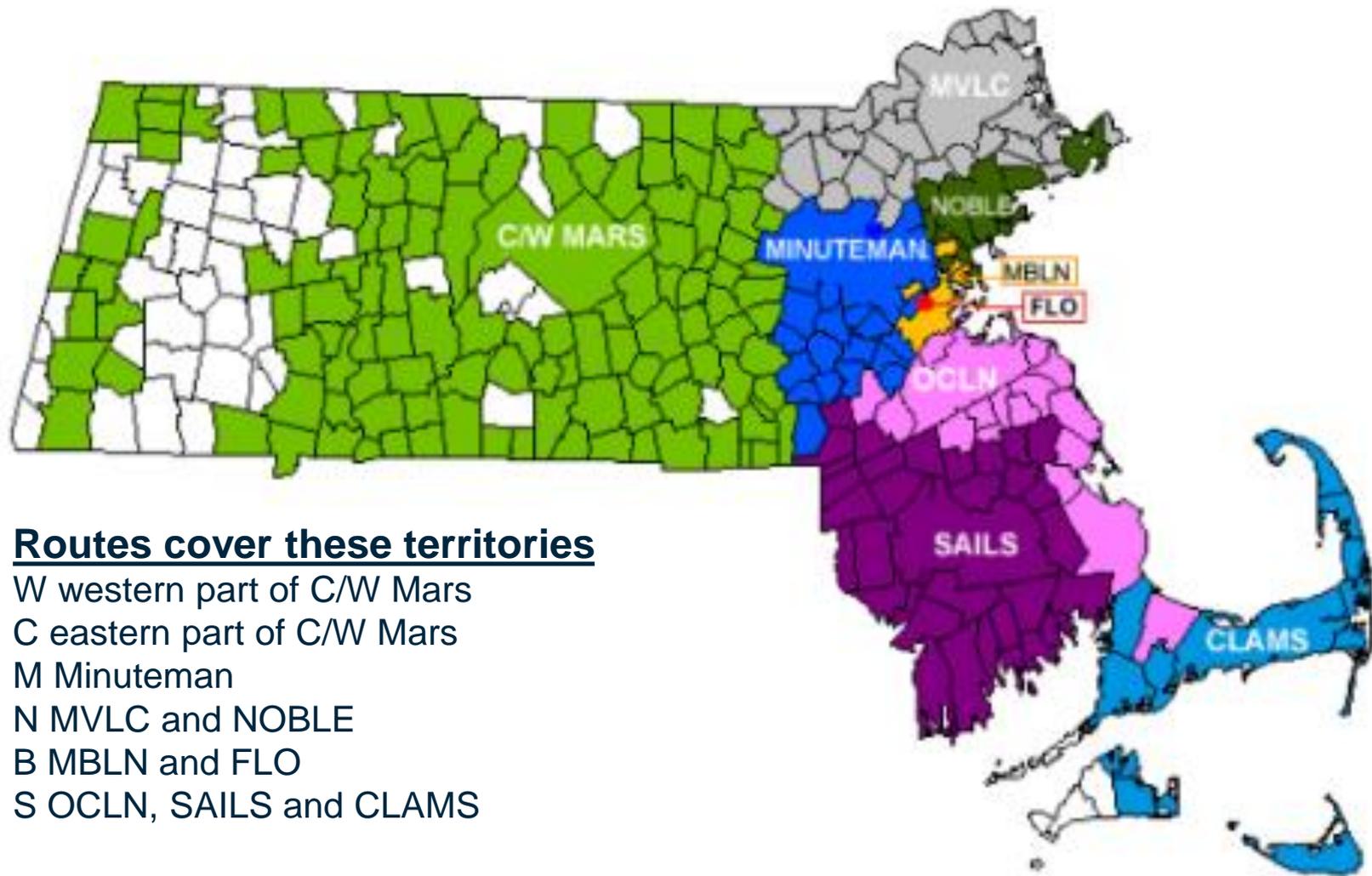
- OLIS lends from their collection under the RDS symbol.
 - Return slips will be included.
- OLIS borrows for many libraries in Rhode Island under this symbol.
 - Most are on Delivery and can be found on the list of Rhode Island Delivery Locations on our LibGuide.

Traffic Flow

- Optima's Plymouth sort site (handling the S Route) has a slot for items going to RI.
 - Items from outside of S will get to Plymouth via the Cross State truck.
- Those bins for RI are dropped off at Norton Public Library (thanks so much.)
- The RI truck already going from Providence to Wheaton College (thanks HELIN!) detours to Norton Public Library for a pick up and drop off of interstate bins.

Traffic Flow continued

- The special stop at Norton Public Library happens 3 times a week.
- Items for RI go from Norton Public to Optima's Providence sort site where they are sorted as usual.
- For reverse traffic, Optima's Providence sort site has a slot for items going to MA libraries along the same path in reverse.
 - If the destination is outside of S, items go on the Cross State truck, as usual.



Routes cover these territories

W western part of C/W Mars

C eastern part of C/W Mars

M Minuteman

N MVLC and NOBLE

B MBLN and FLO

S OCLN, SAILS and CLAMS



Sort Sites

- Plymouth...S Route
- Wilmington...B, M & N Routes
- Oxford...C & W Routes

MA Delivery Slips

- Items headed to MA participants need Delivery Slips headed with the Route Designation.
 - B, C, M, N, S or W
- MA slips should have the town or college on the Town/Institution Line.
 - Use Bridgewater State University.
 - Do not use Clement C. Maxwell Library.

Sample MA Delivery Slips



VIA:
Southeast



VIA:
Southeast



VIA:
Southeast

TO:

**Bridgewater State
University**

TOWN/INSTITUTION

ATTENTION: ILL

DATE SENT:

FROM:

**Community College of
Rhode Island**

ROUTE:

NOTE:

DELIVERY PROVIDED BY:
MASSACHUSETTS LIBRARY SYSTEM

TO:

TOWN/INSTITUTION

ATTENTION: ILL

DATE SENT:

FROM:

Rhode Island

ROUTE:

NOTE:

DELIVERY PROVIDED BY:
MASSACHUSETTS LIBRARY SYSTEM

TO:

TOWN/INSTITUTION

ATTENTION: ILL

DATE SENT:

FROM:

Rhode Island

ROUTE:

NOTE:

DELIVERY PROVIDED BY:
MASSACHUSETTS LIBRARY SYSTEM

RI Delivery Slips

- Rhode Island slips are headed with a Rhode Island Designation.
- They use a three letter code for each participant.
- The Delivery Code is NOT the OCLC code in most cases.
- Bryant University is BRY for Delivery although their OCLC symbol is BRB.
 - Use BRY, not Bryant University.
 - Use BRY, not BRB.

Sample RI Delivery Slips

Rhode Island CCW 	Rhode Island 	Rhode Island 	Rhode Island 
Date: _____	Date: _____	Date: _____	Date: _____
Sent from	Sent from	Sent from	Sent from
Bridgewater State University			

When you are Borrowing

- Favor these new delivery lenders in your custom holdings paths.
- Research a custom holdings group of delivery lenders in the opposite state.
 - Several groups depending on formats?
- Check in the OCLC Policies Directory.
- Check on Sue's AV lenders list in ShareILL:
<http://shareill.org/document-suppliers/custom-holdings-lists/sues-av-lenders-list/>

Making Custom Holdings Groups

- Go to the OCLC Service Configuration module: <https://www.worldcat.org/config/>
 - Click on WorldShare ILL.
 - Click on Custom Holdings Groups.
 - Click on Create a New Custom Holdings Group.
 - Enter the desired symbols.
 - Save the new group(s.)

Using Custom Holdings Groups

- Stay in the OCLC Service Configuration module under Worldshare ILL.
 - Click on Custom Holdings Paths.
 - Select the appropriate path.
 - Drag the new Custom Holdings Group into the proper place in the path, moving it from the left box to the correct position in the right box.
 - Save your work so changes will activate at your next login.

If You Use ILLiad

- You still may want to use the OCLC Service Configuration to make a new Custom Holdings Group or Groups and edit your Custom Holdings Paths.
- Minor tweaks to existing Custom Holdings Paths and Tweaks can be done from within ILLiad.
 - For help with ILLiad editing, contact Tressa Santillo (tressa@masslibsystem.org)

Returning Borrowed Items

- Hopefully there will be a return address slip in the item.
 - If not, check the Delivery Directories for libraries participating in the Pilot
 - RI libraries needing a MA address look here:
http://guides.masslibsystem.org/interstate_delivery/RIlibraries
 - MA libraries needing a RI address look here:
http://guides.masslibsystem.org/interstate_delivery/MAlibraries

When you are Lending

- Check to see if the requesting library is participating in the pilot.
 - If so, send the item to them via Delivery.
 - Include a properly filled out return address Delivery slip addressed to your library.
- Delivery Directories are here:
 - http://guides.masslibsystem.org/interstate_delivery/Rlibraries
 - http://guides.masslibsystem.org/interstate_delivery/Mlibraries

Statistics

- Please keep track of traffic between participants during the Pilot and report them.
 - <https://www.surveymonkey.com/r/ExpandedDelivery>
- OCLC's Reciprocity Report:
 - Is available per symbol only
 - Does have states identified
 - Does differentiate loans vs copies
- ILLiad's Who do I Borrow From and Who Do I Lend To:
 - Is available per symbol only
 - Does not have state identified
 - Does differentiate loans vs copies

Evaluation

- Satisfaction survey
- Statistical report
- How much money was saved?
- Is future expansion possible and/or desirable?
- What other states could participate?
- Let's make this work!
- Thank you for participating!

Upcoming Event

- New England Library Association Annual Conference
 - October 16 – 18, 2016
 - DoubleTree by Hilton, Danvers, MA
- **Library Delivery in the Northeast:
What's Up, What's New? Table Talk**
 - **Chaichin Chen and Sue Kaler**
 - **Sunday, October 16 2:30 – 3:30**

Questions and Concerns

- From the MLS
 - Sue Kaler, Interlibrary Loan Manager
 - sue@masslibsystem.org
 - and the Resource Sharing Assistants
 - ill@masslibsystem.org
- From OLIS
 - Chaichin Chen, Resource Sharing Coordinator
 - Chaichin.chen@olis.ri.gov